

Better Government Volunteer Announcement

Volunteer Citizen Advocacy Panel Members
Internal Revenue Service (IRS)

Opening Date: April 15, 2002
Closing Date: May 20, 2002
Reimbursement for Travel Expenses

Citizen Advocacy Panel

A unique opportunity is now available to make a positive contribution to your tax administration system by becoming a member of the IRS Citizen Advocacy Panel (CAP). The CAP will ensure the IRS is continually responsive to taxpayers' needs by providing listening opportunities for independent citizen input and feedback regarding IRS customer satisfaction. The CAP will provide pre-decisional input and grass roots identification of issues.

The CAP will serve as an advisory body to the Secretary of the Treasury, the IRS Commissioner, the National Taxpayer Advocate and the IRS Division Commissioners to improve IRS' service and customer satisfaction. Each subcommittee of the CAP will consist of ten to seventeen members who serve at the pleasure of the Secretary of Treasury. Panel members will be selected to serve a two-year appointment.

Citizen Advocacy Panel Member Duties

The Panel members will:

- Serve in a advisory capacity to IRS through meetings and focus groups
- Solicit citizen input on specific issues and channel the feedback to the agency
- Identify, prioritize, and elevate as necessary, taxpayer issues to the IRS
- Refer taxpayers who contact the Panel to the IRS office best able to resolve their problems
- Annually report and publish the results of their work

Qualifications/Selection Criteria

Mandatory Qualifications

- Commit approximately 100 to 300 volunteer hours per year to the Panel
- Be a citizen of the United States of America
- Be current with all Federal tax obligations
- Pass FBI Name Check

Desired Qualifications

- Experience in helping resolve problems with a large organization
- Experience in formulating and presenting proposals
- Knowledge of taxpayer concerns and the fundamentals of the tax system
- Experience representing the interests of your community, state, and/or region
- Experience working with people from diverse backgrounds
- Ability to work in a team setting
- Skill in oral and written communication; listening skills

How to Apply

- To request an application, you may do any one of the following: Call **1-866-602-2223** – after May 1, 2002 please call **1-888-912-1227**; FAX (954) 423-7975; or visit CAP website at www.improveirs.org.
- Complete the written application and return to Citizen Advocacy Panel Recruiting Office, 7771 West Oakland Park Blvd., Suite 225, Sunrise, FL 33351 **no later than May 20, 2002.**

Selection Process

- A team composed of current panel members and IRS professionals will review applications and conduct interviews of the most qualified candidates
- Tax background and FBI name checks will be conducted
- Final candidates will be ranked by experience and suitability
- The Secretary of Treasury will review the recommended candidates and make final selections